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# Modern service desk takes ITSM to a new level

SMAX success stories



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## The Netherlands largest insurance company streamlines service and asset management in a simplified IT landscape.

Achmea, the cooperative parent of insurance brands servicing 10.2 million customers, needed to reduce, consolidate, and automate service applications and processes. Used OpenText™ SMAX to create a centralized asset monitoring and IT service management environment leveraging a complete set of out-of-the-box ITIL best practices for key ITSM functions.

### Success highlights:

- Streamlining approx. 350,000 requests each year.
- Native integration ensures closed loop incident management.
- Processing nearly 200,000 support and 150,000 service requests each year.
- Automated routing saves time for the 300 functional groups defined within SMAX.
- Centralized, single view, simplified IT landscape.
- Optimized and cost-effective asset management.
- Consolidated asset management in SMAX eases overall process, more cost-effective.

**“We much prefer to work with repeatable, out-of-the-box functionality and built-in integration capabilities than create custom workflows—that’s why we chose SMAX.”**

**Onno van der Dussen**  
IT Operations Manager ITSM





## Environmental intelligence technology company modernizes ITSM with SaaS implementation.

Australia-based Envirosuite provides environmental monitoring and real-time data intelligence to the world's leading aviation, mining, industrial, waste, and water companies.

### Success highlights:

- Replaced a 20-year-old on-premises ticketing system.
- Freed up time to focus on core business operations by implementing ITSM on SaaS.
- Boosted productivity for agents all around the world with fast, easy SaaS access.
- Transformed change management by consolidating multitool change and approval processes in one central location.
- Built critical integrations with CRM, email, and monitoring systems.
- Supported growth plans for a global workforce with flexible user licensing.



**"We continue to receive fantastic feedback from our users—as accessibility has greatly improved thanks to the high-availability SaaS platform. We have a modern system that allows easy sharing of data. And we can focus on our core business operations by shifting ongoing ITSM maintenance and updates to Micro Focus (now OpenText)."**

**Patrick Quin**  
Manager—Operational Excellence





## Shorter resolution times, improved efficiency.

Global company producing decorative paints and performance coatings. Jotun has 10,000 employees located in 100 countries worldwide.

Use SMAX for a configurable and user-friendly self-service portal, while improving IT technician teamwork and efficiency through automation of IT and non-IT processes.

- 7,000 IT business users; 341 agents using SMAX; 2,500 users using the new cloud-based portal. Approx. 75,000 tickets and 39,000 tasks per year.
- Increased online service desk usage with automation and personalized self-service portal.
- Faster issue resolution through improved team collaboration.
- Better cost control with simple licensing and move to SaaS.
- ITIL-based best practices out-of-the-box.
- Positioned to easily adopt and integrate more cloud-based services.

**“Our team is well-versed in ITIL processes, which SMAX is based on, so training our staff was easy. The portal is being used more and more for IT requests. Our Global IT organization works much more efficiently, and requests are closed faster.”**

**Trond Riise Pedersen**  
Group IT Lead Manager



# Multinational retail organization

## SMAX enables evolution of IT service management.

French multinational corporation specializes in retail with a global presence of over 12,000 physical stores and more than 13 million customers per day.

The challenge was to reduce TCO and streamline processes by consolidating disparate IT departments and aligning processes to improve management of IT and non-IT service and support requests.

- Faster time to resolution.
- Improved end-user autonomy and satisfaction.
- Automated and streamlined more than 55,000 for IT and non-IT service requests per month.
- Achieved 40% annual cost savings and improved scalability.
- Accelerated pre-approval process from two weeks to one day.
- Centralized reporting structure.



**“Moving from several ITSM solutions and implementing SMAX has reduced our TCO drastically across infrastructure, maintenance, and teams—even with expanding into non-IT use cases.”**

**ITSM and Enterprise Service Management**  
Process and Tools Department Manager





## ICT service provider gains modern, forward-looking service management and positive user experiences with streamlined processes.

Norsk helsenett (NHN) is a state-owned ICT service provider for all healthcare agencies, hospitals, and doctor/dental offices in Norway, serving more than 7,000 customers.

Success highlights:

- Consolidated multiple service desks, replaced older service automation solution.
- Offer one service platform for managing customer interactions and handling cases.
- Maintain high user satisfaction through ongoing communication and training.
- Provide portal access for 1,400 agents and 4,000 users.

**“We already knew what SMAX was capable of doing. The ITSM system had to support standardization with as much self-service and automation as possible. It had to be forward-looking and grow with our changing needs.”**

**Tor Kristian Hansen**  
ITSM Project Manager





شركة تنمية نفط عُمان  
Petroleum Development Oman

## Leverages AI and machine learning to create a more efficient and engaging experience for 12,000 users.

A leading exploration and production company in Oman, Petroleum Development Oman (PDO) delivers the majority of the country's crude oil production and natural gas supply.

PDO needed to consolidate its disparate service and asset management systems into a single solution.

- Selected SMAX over ServiceNow for cross-ITOM solutions offering automation and investment protection (MF SM).
- Implemented during COVID-19 pandemic in three months.
- AI-driven virtual agent for IT asset requests, IT services.
- Non-IT business function service processes also developed.
- Smart analytics provide a snapshot of all requests and incidents to identify trends easily.
- Out-of-the-box best practice module for end-to-end asset management.



**"We were tempted by ServiceNow ... However ... a combination of SMAX and Operations Orchestration ... automate[s] our service delivery even further."**

**Elchin Mahmudov**  
SMAX Technical Lead





## Delivering agile and cost-effective service management to clients leveraging AI and machine learning.

Leading French consultancy Sopra Steria designs, develops, and delivers technology solutions and champions digital transformation to the cloud, both internally and on behalf of its many clients.

- With SMAX, provide a more scalable and flexible ITSM service to clients while aligning with corporate green initiatives to move to cloud deployment.
- Cost reduction and built-in scalability with SMAX cloud deployment.
- Improved service delivery with additional modules.
- Increased service agent productivity through AI and machine learning.
- Leverage new SMAX features without delay through agile delivery.

**“The team really appreciates the SMAX social interaction features, such as the service portal, virtual assistants, and chatbots. Combined with the new service modules and proactive, machine learning-driven, problem and suggestion management, they have improved service agent productivity, and enabled agile service delivery for our customers.”**

Domain Owner ITSM & Tools





## Keeping the wheels of justice turning in a global crisis.

The Court of Justice of the Federal District and Territories Brazil (TJDFT) is a state government organization that administers legal services, including certifications, financial transaction assistance, and court services.

The challenge was to simplify IT and non-IT service management to improve issue resolution time, empower users with self-service, and reduce costs.

The solution was SMAX deployed for IT and ESM processes, and asset management:

- 40% annual cost saving through simplified service management.
- Increased first contact issue resolution from 9% to 45%.
- High SMAX adoption for non-IT processes.
- Smooth transition to remote working practices in a crisis.
- Improved end-user collaboration and self-service.



**“SMAX empowered our users with a simplified service model and increased our first contact issue resolution rate from nine to over 45%.”**

**Raymundo Avelino Aben Athar**  
Under-Secretary for Integrated  
Information Technology Management





## Nonprofit humanitarian organization's end-to-end service management delivers faster issue resolution with a superior user experience.

Global-aid organization World Vision's focus is on helping the most vulnerable children, in the most difficult places, overcome poverty and experience a full life. To achieve this, World Vision relies on its SMAX service management platform, which enables service providers to streamline delivery, consistently delivering in three key areas: enriching the user experience to build trust, reimagining service management to maximize value, and advancing digital impact to support self-service.

### Success highlights:

- Implementation was 25% shorter than planned—without adding significant resources.
- 31% faster issue resolution time.
- Improved user satisfaction with 15-point NPS increase.
- Standardization increases agility and reduces total cost of ownership.
- Leverage full range of IT and enterprise service management capabilities in SMAX.
- 140+ new automated routing rules streamline issue assignment.
- 44% knowledge article library increase boosts self-service.
- Early stakeholder engagement leads to enthusiastic user adoption.

**"We felt strongly that SMAX capabilities, such as AI, smart analytics, chat bot, and smart email routing, would help us create an effective virtual IT and business workforce. SMAX's rich out-of-the-box capabilities are easier and more cost-effective to support and maintain. They provide standardization and improved agility."**

**Jerome Capili**  
IT Director of Global Service Management





# ZURICH AIRPORT

## Robust SaaS service management solution shortens resolution times and improves efficiency.

Zurich Airport is the largest international airport in Switzerland and the principal hub of Swiss International Air Lines.

It implemented a scalable IT service management foundation to gain transparency for improved and faster issue resolution and service fulfilment.

- ITIL-certified best practices to streamline IT and non-IT processes.
- Full integration capabilities for monitoring and alarm systems reduces MTTR.
- Mobile app and Live Support for agents drive faster resolution times.
- High user adoption and satisfaction with self-service options and intelligent search.
- Faster IT service fulfilment through standardization and automation.

SMAX provides IT services to over 1,700 users through a single portal for their IT service requests. More than 2,500 tickets are processed each month by 130 employees responsible for service delivery and support.

**“The SMAX SaaS implementation fits well in our overall cloud-based IT strategy, and means we no longer have to worry about maintaining an on-premises infrastructure or version upgrades.”**

**Roland Pfenninger**  
Team Leader IT Service Management  
Zurich Airport





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